of the people, by the people, for the people
of the San Francisco Municipal Railway

THE MUNI MEMO

VOL. 2, NO. 6 NOVEMBER/DECEMBER 1985

Muni's JLMB is an innovator in labor relations

Muni's Joint Labor Management Board, established in 1982 as a forum for both operators and management to work toward the same goals—namely the improvement of morale, working conditions, system safety and overall Muni service—is now seen as a model for similar programs at transit agencies across the U.S.

In August, the JLMB was invited by Dr. Sue Clark, a consultant for the Washington-based Transportation Research Board (TRB) who is assessing job enrichment programs in the transit industry, to make a presentation at a two-day workshop in Flint, Michigan. The JLMB and a similar program at the Flint Mass Transportation Authority were the sole presenters at the workshop.

Attending the all-expense paid conference were a team made up of Ray Antonio, Executive Vice President of the Transportation Workers Union, Local 250-A who represented labor, George Newkirk, Field Support Manager who represented management and Jeri Mersky, consultant to the JLMB.

The team presented information designed to teach transit personnel attending the workshop the "whys" and "hows" of new cooperative processes between labor and management. According to JLMB consultant Jeri Mersky, "It is well-known that labor and management have long been adversaries in the labor relations area. What many labor and management leaders are now coming to realize, however, is that they have many common goals outside the existing contractual agreements."

The JLMB at Muni is made up of worksite committees at the various divisions, each composed of four management and four union personnel. The committees deal with divisional and line related problems—things as simple as an improperly painted bus zone or a branch that hits bus mirrors on the same route every day. In addition, two task forces, one on Safety and another on Health and Morale, tackle system-wide issues. The Safety Task Force, for example, has been working on a way to train operators in handling dangerous skids on hills in wet weather. The "Skid Pad," a big area in the Candlestick Parking Lot, is expected to be ready for training by the end of the year.

The Health and Morale Task Force organized the first two Safety Awards Banquets honoring drivers with fifteen years or more of safe driving experience. In addition to the task forces and worksite committees, operators are invited to participate through the use of "Operator In-Put Forms" available from dispatchers and union chairmen which allow drivers to document problems in need of attention and present ideas on improving safety.

Ray Antonio says that since the JLMB's inception in 1982, productivity, efficiency and safety at Muni have improved. According to Antonio, "This program has brought about the recognition on the part of both labor and management that there are problems that need to be resolved on a day to day basis. Normally when we speak of labor relations, it's done at the collective bargaining table which in Muni's case happens only about once every two years. But there are always problems between these sessions that need to be worked out. The JLMB has clearly joined the hands of labor and management from the bottom to the top of the organization, and this certainly reflects in the service we deliver on the street. After all, who knows how to solve the problems better than the people who have to deal with them day to day."

The JLMB is one of only a handful of cooperative programs between transit, labor and management in the U.S. Other programs exist at New York City Transit, New Jersey Transit, Seattle Transit and Flint Michigan MTA. But as

(Continued on page 2)

Communication lines between employees and management opened

General Manager William Stead has initiated a series of weekly Muni Employee Exchange Talks designed to foster open communication among employees and management throughout Muni.

According to Stead, "An open forum for the exchange of information goes a long way towards improving the quality of service provided to our riders and making Muni a better place to work."

Weekly meetings will rotate among the different locations and shifts throughout the City and will return to the same location approximately every 20 weeks. Participants will include the general manager, deputy general managers, union leaders, line managers, representatives from other departments including Planning, Community Affairs, Media Relations, Scheduling, and division employees. All employees at each facility hosting the meeting are invited to participate as their schedules allow.

Light lunches will be served including cold sandwiches, chips and soft drinks as discussion about facilities, equipment, budget, major projects and issues takes place.

Stead says he believes that employees frequently feel in the dark about the very issues that affect them personally. The meeting will not only present general information about Muni's direction but offer an opportunity for questions and answers.

A complete schedule for the coming year will be publicized in the next *MUNI MEMO.* Meetings have already taken place at Woods Maintenance, Metro Operations, Army Division, and Central Control.

The remaining meetings for this year are: December 12, 11:30 a.m.–1:30 p.m., Cable Car Barn, and December 19, 12:00 a.m.–2:00 p.m., Presidio Trolley Shop.

A look at "Christmas Past." Santa Claus hands out presents to children aboard a cable car 35 years ago - in 1950!

Happy Holidays

NWS_F10_08

United Way campaign is underway

"We don't know you but we love you" is the slogan that has come to be synonymous with the United Way campaign which annually solicits contributions from employers and employees throughout the Bay Area to support more than 240 human service organizations.

This year's campaign which started on November 12, is the first time that the City and County of San Francisco has organized a three-pronged drive for contributions, not only to United Way, but to the Environmental Federation of California and/or the California Combined Health Agencies. This means that city employees will be solicited only once during the year rather than twice as was the City's former practice.

United Way agencies include such groups as Self-Help for the Elderly, Suicide Prevention, Legal Aid Society, Big Brothers and Sisters of San Francisco and the Association for Retarded Citizens, to mention just a few. The Environmental Federation of California supports such environmental organizations as Citizens for A Better Environment, Friends of the Earth, People for Open Space, the Oceanic Society and the Trust for Public Land. The California Combined Health Agencies is a group of non-profit voluntary health agencies, including the Aids National Research Foundation, the National Kidney Foundation, Planned Parenthood and the National Association for Sickle Cell Disease.

The 1985 San Francisco County Employees Campaign is asking you as a Muni employee to donate a portion of your earnings to one or more of these groups to "build a strong community by addressing our health, human service and environmental needs."

Coordinators of the 1985 campaign have been designated at each Muni department and facility, and will have informational materials on hand for you to make donations. You may make a one-time contribution or make donations through payroll deduction, spreading your gift throughout the entire year by giving a little each pay period.

You may contribute to one or more of these federated groups by completing the pledge card contained in the materials distributed by your division coordinator. If you have a favorite charity, this card may be used to designate all or part of your gift to a specific agency by using a special code number and amount.

Your donation means that service organizations, health research and environmental protection efforts may continue, all of which rely primarily on private donations.

So when you receive information on the 1985 campaign, think seriously about donating. Your support will help in building a strong community!

Kickoff planned for training program

January 1986 marks the kickoff of the 1986 management training program for transit managers and supervisors.

The program, sponsored by both Muni and the Transport Workers Union, Local 200, will be prepared and conducted by the PUC Training Staff at Muni Headquarters.

Classes will focus on communication, desision making, conflict resolution, writing and budget preparation, skills that will be applied to specific Muni work-related situations.

Muni management will provide technical assistance as well as funding for the program while TWU, Local 200 will manage class scheduling, participant sign-ups and provide assistance in preparing class materials.

Class scheduling and sign-ups will begin the latter part of December. For additional information, call Mike McDonough, PUC Training at 558-2143.

Cable Car carolers laughing all the way

For a real San Francisco Christmas, how about caroling on a cable car?

For the past 20 years, Muni has offered cable cars for charter during December for groups who want to sing "dashing thru the snow" while coasting down the Hyde Street Hill. And this year is no exception.

From December 1st through December 30th, (not on New Year's Eve) groups can rent a Muni Cable Car for $75 for a round trip from Powell and Market Streets to Beach and Hyde.

Two trips are available each evening, one at 7:00 p.m. and one at 8:00 p.m., and so far this year 30 groups including universitites, high schools, scout troops and churches, have already booked charters for half those trips.

If you know anyone who would like to top off 1985 singing "rolling down the hill" instead of "dashing through the snow," call Don Cameron at 558-2451 to arrange it. After all who needs snow for Christmas when you can have a cable car?

JLMB

(Continued from page 1)

Jeri Mersky stresses, "The JLMB is really the farthest reaching in terms of the number of committees we have at different levels. A number of agencies may have one committee dealing with one type of problem. But they don't have the grassroots committees we have and that's really unique." Field Support Manager George Newkirk sees the JLMB as "an excellent program which has fostered open communication among both management, the union and the general workforce."

Mersky points out that in the near future the JLMB will be setting up two worksite committees at Geneva and Army Divisions in addition to the five existing divisional committees. If you want to know more about the activities of your worksite committee, ask your union rep, your dispatcher, trainer or division manager. They are all members of the committee. If you would like more information on the JLMB, call Jeri at 558-2277.

Pictured above are members of cooperative labor management programs at the Flint, Michigan workshop. From left to right: George Newkirk, Muni; Ray Antonio, TWU; Trula Parent, Teamsters, Local 214, State, County and Municipal Workers; Dr. Sue Clark, TRB; and Robert Day, Flint MTA General Manager.

THE MUNI MEMO

Published by direction of the Public Utilities Commission for the employees of the San Francisco Municipal Railway. Contributions and comments are solicited and may be addressed to the *MUNI MEMO*, 287-City Hall, San Francisco, CA 94102, telephone (415) 558-3737.

City and County of San Francisco
PUBLIC UTILITIES COMMISSION

Louis J. Giraudo, President
H. Welton Flynn, Vice President
Arthur V. Toupin, Member
Nancy C. Lenvin, Member
Joseph R. Barletta, Member
Rudolf Nothenberg,
General Manager of Utilities
William G. Stead
General Manager,
Municipal Railway
Anne Milner n,
Media Relations, PUC
Editor, The *MUNI MEMO*
George D. Ott,
Equipment Maintenance Training
Editor, *Shop Talk*
Yvonne Horn
Design and Layout
The *MUNI MEMO*

Asbestos removal slated for Presido office

PUC Health and Safety Officer Michael Schneider reports that asbestos discovered in the old Personnel Office at Muni Headquarters will be removed in the coming year.

Last June, Schneider found minute amounts of asbestos particles in the air in the old Personnel Department space which was then occupied by Muni Engineering and Elderly and Handicapped Services. The asbestos was flaking from insulation material on the overhead steam pipes at the facility. As soon as it was discovered, the area was sealed off and employees moved to office space provided by a trailer located in the parking lot in front of the Presidio offices. Physical exams by San Francisco General Hospital were also offered to all those employees who at any time occupied the office space.

Schneider says that a preliminary survey of all other Muni facilities has not turned up any other apparent asbestos problems. However, he stresses he will be making a more thorough inspection of all Muni buildings in the coming year to make absolutely sure there is no asbestos anywhere else. According to Schneider, "If I do find asbestos in any Muni workplace, all workers will be notified immediately and the location will be closed until removal of the material takes place."

Fifty-five people who at one time worked in the now sealed off area have already undergone physical exams and another 20 are scheduled. Schneider says that San Francisco General has confirmed all those physical exams have given people a clean bill of health.

Schneider reports that when the work to remove the asbestos begins, it will be done under the strictest procedures as govered by the State Department of Health and Cal Osha regulations, and will pose no threat to employees at the Presidio building.

ACCIDENT RATE — OCTOBER 1985

	Actual	Per Million Miles	% Increase/Decrease Same Month Last Year
LRV	17	51	−38.5%
CC	15	310	−32%
TC	114	181	−18.1%
MC	107	84	−16.8%
ARTIC	35	133	−21.8%
SYSTEM TOTAL	288	113	−21%

Winner of the October Safety Competition was METRO Division.

Three of Muni's best win awards for October

CONGRATULATIONS OCTOBER AWARD WINNERS: Here's a profile of who you are for our readers.

	Equipment	Operations	Facilities
Name:	Rick Ribero	Edgar Medearis	Irene Malone
Division:	Army	Woods	24th and Utah
Position:	Automotive Diesel Mechanic working on M.A.N. articulated buses	Operator—26 and 52 lines	Assistant Custodial Supervisor of 50 custodians at 20 locations
Years With Muni:	5	14	3
Other Awards:		Eight Year Safe Driver Woods Division Operator of the Month	
Origins:	San Francisco	Austin, Texas	Mart, Texas
Previous Experience:	Woods Division, Muni ABC Auto Parts	State of California Yellow Cab Macy's Warehouse	Claremont Hotel, Kaiser Hospital, War Memorial Opera House of the City of San Francisco
Marital Status:	Married to wife, Josie	Single, previously married	Single, previously married
Children:	Expecting first baby in December	Cynthia, 22; Edgar, 24	Seven children, aged 14 to 38
Hobbies/Interests:	Sports, including horseback riding, fishing, skiing and boating	Member, Park and Rec/Muni Softball League for 20 years Coach, Renne's Late Edition, softball team sponsored by Supervisor Louise Renne, champion winners 19 out of 22 games	Market Street Seventh Day Adventist Choir
Words of Wisdom:	"Set your own goals and then strive to attain them. No one else can do it but you."	"My motto is 'Safe, Smooth and Courteous.' If I ever have a problem with a passenger, I say, 'Let's talk it over—I have a job to do, you have a place to go. Let's do it together."	"The day is made for man, not man for the day. Be the best you can be. Be proud of what you are, but not too proud to ask for help if necessary. First comes pride, then comes shame."

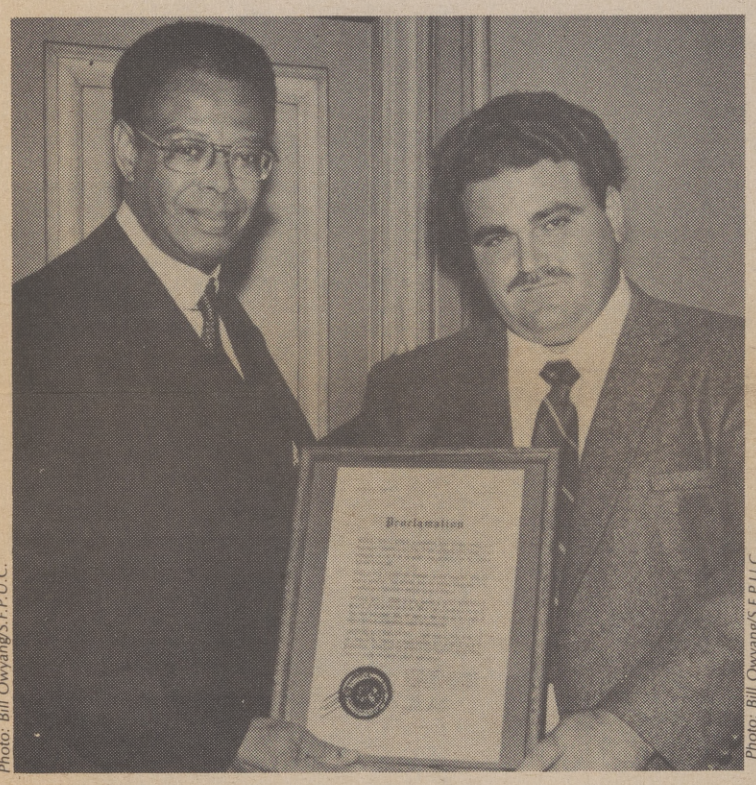

Photo: Bill Owyang/S.F.P.U.C.

P.U.C. Commissioner Flynn, left, presents Mayor's proclamation to Rick Ribero, Equipment Maintenance Worker for October.

Photo: Bill Owyang/S.F.P.U.C.

Edgar Medearis was named Operator of the Month for October.

Photo: Bill Owyang/S.F.P.U.C.

Supervisor Carol Ruth Silver presents Irene Malone, October's Facility Maintenance Worker, with her award.

Hawaii, here come the winners!

November 20th was a red letter day for two Muni employees who won trips to Hawaii—courtesy of T.D.I. Winston which handles advertising on Muni vehicles—in a drawing at the Cable Car Barn held for all 1985 Muni Operators and Maintenance Workers of the Month as part of Muni's Employee of the Year Celebration.

Paul Schindler, January '85 Operator of the Month and Luis Valdiviec, November '85 Facilities Maintenance Worker of the Month were the lucky winners for trips for two to Hawaii when Supervisor Louise Renne drew their names at random from two fish bowls. One bowl contained the names of all 1985 Operators of the Month, the other held the names of all the 1985 Equipment and Facilities Maintenance Workers of the Month.

It was a two-win day for Luis Valdiviec, in fact, who earlier had been honored at a civic luncheon for all November award winners at the Sheraton Fisherman's Wharf.

But Schindler and Valdiviec weren't the only lucky ones. In a second place drawing carried out by Supervisor Quentin Kopp, November '85 Operator of the Month Dan Frazier and February '85 Maintenance Worker Tommy Yup won trips to Del Webbs High Sierra. And a third place drawing netted trips for two to Yosemite to August '85 Maintenance Worker Albert Ng and October '84 Operator of the Month Richard Milam.

Also honored at the buffet reception attended by over 150 Muni/PUC employees, managers and friends, were the Transport Workers Union, Board of Supervisors, T.D.I. Winston restaurants, hotels and other private sector enterprises who have donated many services to the Muni Awards Program.

Art Blum of Art Blum Public Relations, who emceed the event, was especially honored for his efforts over the past two years in making the program such a success.

Drivers for disabled also win awards

It's common knowledge that Muni has a monthly award program for the "Operator of the Month," but did you know we now also have a special monthly award for the drivers of accessible lift-equipped coaches?

The award, sponsored by the San Francisco Independent Living Resource Center which served disabled persons in cooperation with Muni, is a $40 gift certificate plus a plaque. It is given monthly at a ceremony at one of the Muni divisions which operates lift-equipped coaches.

Disabled persons and especially wheelchair users who use the Muni's lifts provide the commendations upon which the award is based.

So far, two awards have already been handed out—one to Carol Seligman of Woods Division for August and one to William Lucas, at Kirkland Division, for September. These operators provided exceptionally courteous and high quality service for persons with disabilities.

Congratulations to Carol and William!

Carol Seligman, September Accessible Service Operator of the Month, shows off her award to (left to right) Paul Fichera, Elderly and Handicapped Programs Staff; Richard Conoly, Division Manager, Woods; and Tom Rickert, Manager, Elderly and Handicapped Programs.

Muni fare increase before Board of Supervisors

January 1, 1986 will usher in not only the New Year, but a new Muni fare schedule if a fare package now before the Board of Supervisors is passed on December 16th.

In September, the San Francisco Public Utilities Commission, Muni's governing body, after several public hearings, passed a resolution recommending that Muni fares increase. A fare increase is needed to offset dwindling revenues to Muni from the City's General Fund and shortfalls federal operating subsidies due to budget cuts by the Reagan Administration.

The PUC's proposal to the San Francisco Board of Supervisors recommended that the adult cash fare be raised from 60 to 75 cents, that the senior/disabled fare be raised from 5 cents to 15 cents, that the Fast Pass go from $24 to $25 and that the discount pass go from $2.50 to $4.50. The youth fare at 25 cents, the Youth Pass at $5.00 and the cable car fare at $1.00 would remain the same under the PUC's proposal.

Once the PUC's proposal reached the Board's Finance Committee in November, however, things began to change. Board President John Molinari, in an effort to keep the Fast Pass price at what he believes is a more affordable rate, advocated raising the cable car fare to $2.00 and lowering the Fast Pass price to $22 while keeping intact the other PUC fare recommendations.

The Finance Committee, made up of Supervisors Louise Renne, Nancy Walker and Richard Hongisto, subsequently passed a resolution forwarding to the full Board a fare package which looks like this:

	Now	January
Cash Fare		
Adult regular	$ .60	$ .75
Adult cable care	$1.00	$2.00
Senior/Disabled	$ .05	$ .15
Youth	$ .25	$ .25
Pass Prices		
Adult Fast Pass	$24.00	$22.00
Senior/Disabled	$ 2.50	$ 4.50
Youth	$ 5.00	$ 5.00

The fare increase, if it is passed, is expected to net close to $30 million in additional revenues to Muni over the next three fiscal years.

Muni's last fare increase occurred almost four years ago in March and April of 1982. That's when a separate cable care fare structure was adopted doubling the cable car fare from 50 cents to $1.00, the adult cash fare for all other modes went from 50 cents to 60 cents, the Fast Pass price rose from $16 to $24, a special youth fare of 25 cents with a monthly $5.00 Youth Pass was adopted while the senior disabled fares remained the same at a nickel with a $2.50 monthly pass price.

If an increase in the senior disabled fare is approved this time around, $1 million of the resulting revenues will go to funding paratransit services in San Francisco.

While a number of groups and individuals have argued against a Muni fare increase saying the monies should come from other sources, it seems that a fare hike of some kind is inevitable for the New Year.

The Community Affairs Department, in the meantime, is moving ahead with the preparation of public information materials which will let Muni's more than 800,000 daily riders know how much they will have to pay.

Nominees named for awards

Muni nominees for Mayor's Fiscal Advisory Committee/SPUR Fifth Annual Managerial Excellence Awards are (left) Dennis Nygaard, Transit Manager I; (center) Howard Rakestraw, Transit Manager I; and (right) Jeff Johnson, Automotive Maintenance Manager.

MUNI MEMO wants to know

In February 1986, we will begin publishing a new *MUNI MEMO* with a different format, design and editorial content. We are doing this to make the *MUNI MEMO* a more interesting, attractive and informative publication—one that you, the reader, are eager to receive and read every month.

And that's why we need your help. The *MUNI MEMO* staff would like to know what you as Muni employees want to see included in the newsletter each month. That's not an easy question to ask nor to answer, with an organization employing 3500 people spread throughout San Francisco at the Operations, Equipment and Facilities Maintenance Divisions. We know your suggestions may vary widely, but we want to incorporate your ideas into the improved *MUNI MEMO* as much as possible.

If you have ideas, please clip and fill out the attached suggestion form and return it to *MUNI MEMO*, Room 287, City Hall, San Francisco, 94102. If you would rather discuss your ideas in person, please call Anne Milner at 558-3737.

We will suspend publication of the *MUNI MEMO* during the month of January while we are reorganizing the newsletter. In the meantime, thanks for your participation in helping to make this a first class employee publication.

Please complete and return to:

MUNI MEMO
Room 287, City Hall
San Francisco, CA 94102

NAME _____ PHONE _____

DIVISION _____ DEPARTMENT _____

I would like to see the following in the *MUNI MEMO* on a regular basis:
(Please check your interest.)

Job Announcement	___	New Projects	___
New Employees	___	Guest Writer Column	___
Promotions	___	Holiday Oriented Issues	___
Retirements	___	Letters to the Editor	___
Births/Deaths/Marriages	___	Stories on other transit properties	___
Awards	___	Ads	___
Health Notes	___	"Bus Tales," stories contributed by drivers	___
Muni History	___	Union News	___
INFO on Training/Classes	___	Management News	___
Equipment Maintenance Column	___	Muni Sports	___
Operations Column	___	On-time performance	___
Engineering/Facilities Column	___		
Accident Rate	___		
Muni's Response to Stories in Local Media	___		

I would like to receive the *MUNI MEMO* at home _____ at work _____

Other suggestions: _____

_____

_____

Runners team holds its own

Muni's Cable Car Runners participated in the Manufacturers Hanover Corporate Cup Challenge last October. Out of 174 men's teams and a total of 400 teams competing, the Cable Car Runners placed 50th. Pictured after the race (left to right) are G. Rivas, J. Sigala, D. Gerughty. L. Butler, and A. Luna.

THE MUNI MEMO 2-6

ADDRESS CORRECTION REQUESTED
FORWARDING & RETURN POSTAGE GUARANTEED

FIRST-CLASS MAIL
U.S. POSTAGE PAID
SAN FRANCISCO, CA
Permit No. 4

PRESORTED
FIRST CLASS

NOV/DEC
1985

Return Address:
c/o *MUNI MEMO*
400 VanNess Ave.
Room 67-A
San Francisco, CA 94102-9946